

Annex C

Missouri Mutual Aid for Emergency Medical Services (EMS)

I. Purpose

The purpose of Annex C is to coordinate and support the identification, deployment, transportation and demobilization of emergency medical services resources utilized during large scale events, expanding incidents and/or localized emergency medical services incident when additional resources are needed.

II. Scope

The mutual aid plans herein are components of an all hazard system for allocation, mobilization, and deployment of emergency medical services resources in response to local incidents that requires more resources than those available under any existing inter-jurisdictional mutual aid agreement, especially in response to a major disaster where assistance needs to be provided from one area or region of the state to another.

This plan is designed to augment the available resources during time of emergency or significant event. Nothing in the plan supersedes or prevents the development and use of local mutual aid agreements or operational plans between agencies and other parties.

The plan encompasses all jurisdictions and providers unless they opt out by resolution.

III. Mission

Annex C is a plan which facilitates the coordination of emergency medical services mutual aid resources in order to minimize human suffering, save lives and support medical surge capacity.

IV. Planning Assumptions

- A. Priority will be given to saving lives, patient care, transportation and other medical support as needed (i.e., hospitals, nursing homes, health clinics, etc.)
- B. The State may initiate provision of assistance if there are indications that the local resources may become overwhelmed.
- C. The state is subject to natural and man-made disaster which many impact EMS resources.

- D. Threats and Hazards identified in the state THIRA and codified in the Missouri Hazard Mitigation Plan pose significant impacts to medical systems and therefore justify a need to plan for additional emergency medical services resources.
- E. A single jurisdiction may not have enough resources to coordinate and manage emergency/disaster events.
- F. Information sharing and the coordination processes exist between all functional areas of Missouri's mutual aid system.
- G. The All-Hazards Mutual Aid Coordinator, Fire Mutual Aid Coordinator, EMS Mutual Aid Coordinator and ESF lead agencies will coordinate build/sustain systems together will make every effort to maintain visibility between all disciplinary coordinators and route requests for resources accordingly.
- H. EMS mutual aid will work in conjunction with other ESF #8 mutual aid systems.

V. Authorities

A. Statutes

The following are additional laws as they currently exist in Missouri pertaining specifically to mutual aid for EMERGENCY MEDICAL RESOURCES:

a. 190.107. Contracts for mutual aid services

- i. Any municipally operated ambulance service, ambulance district, fire protection district that provides ambulance service or any other ambulance service may enter into contracts providing for mutual aid services provided by such ambulance service. The contracts that are agreed upon may provide for compensation from the parties and other terms that are agreeable to the parties and may be for an indefinite period as long as they include a minimum of a sixty-day cancellation notice by either party.
- ii. Any municipally operated ambulance service, ambulance district, fire protection district that provides ambulance service or any other ambulance service may provide assistance to any other ambulance service in the state that requests it, at the time of an emergency, major catastrophe or any other unforeseen event or series of events which jeopardizes the ability of the local ambulance service to promptly respond to emergencies.
- iii. When responding on mutual aid or emergency aid requests, the ambulance service shall be subject to all provisions of law as if it were providing service within its own jurisdiction.
- iv. Mutual-aid contracts may be agreed to between ambulance services in the states neighboring Missouri and ambulance services in the state of Missouri in the exact same manner as contracts between ambulance services within the state of Missouri.

- b. **44.045. Health care professionals may be deployed during a state of emergency--immunity from liability, when--release of certain confidential information permitted, when.**
 - i. Subject to approval by the state emergency management agency during an emergency declared by the governor, any health care provider licensed, registered, or certified in this state or any state who agrees to be so deployed as provided in this section may be deployed to provide care as necessitated by the emergency, including care necessitated by mutual aid agreements between political subdivisions and other public and private entities under section 44.090. During an emergency declared by the governor, health care providers deployed by the governor or any state agency shall not be liable for any civil damages or administrative sanctions for any failure, in the delivery of health care necessitated by the emergency during deployment, to exercise the skill and learning of an ordinarily careful health care provider in similar circumstances, but shall be liable for damages due to willful and wanton acts or omissions in rendering such care.
 - ii. In a declared state of emergency, the department of health and senior services and the division of professional registration within the department of insurance, financial institutions and professional registration may release otherwise confidential contact and licensure, registration, or certification information relating to health care professionals to state, local, and private agencies to facilitate deployment.

B. Guidelines

a. MEDICAL CONTROL

- i. EMS personnel providing medical care continue to practice under their own agency's medical director protocols and license. Any deviation from those protocols shifts the medical liability to the medical authority that authorizes, prescribes or alters those medical practices. This will reassure the agencies' medical directors that their medical practices will be upheld, while at the same time allow the paramedics the ability to alter those practices to fit the event under their ICS authority.

C. NIMS Resource Typing

- a. In order to ensure the appropriate resources are requested and obtained, NIMS resource typing standards will be utilized for all resource requests. <https://rtlt.preptoolkit.fema.gov/Public>

VI. Concept of Operations

A. Plan Activation

- a. When additional resources are needed by the local Incident Commander, regional coordinator or the State, mutual aid resources will be requested to support local operations.
- b. These resources shall be requested according to the state mutual aid plan by notification of the local area coordinator and/or regional coordinator or coordination center, including the State Emergency Operations Center.

B. Request for Assistance

- a. Mutual Aid resource requests may be received from multiple platforms including but not limited to: phone, fax, regional coordinators or coordination centers. For incidents requiring state coordination and support, the state will formalize the resource request by its input into WebEOC.
- b. The Missouri DHSS office of Emergency Coordination/ERC has been identified as the 24-hour point of contact for agencies needing emergency activation of the EMS Mutual Aid system. The number is 1-800-392-0272.
- c. EMS Mutual Aid Coordinators will utilize a variety of electronic resources to accomplish necessary tasks to support the request for assistance. Each coordinator should have access to WebEOC, EMResource and eICS to facilitate communication and rapid notification of resource requests.
- d. Electronic resources have been identified as:
 - i. WebEOC: Used to maintain situational awareness of Statewide efforts related to any given situation. Coordinators may post updates or make log entries as necessary to track EMS coordination efforts.
 - ii. EMResource: Utilized to maintain a database of all Missouri State Licensed Air and Ground Ambulance Services. The Bureau of EMS will work with regional coordinators and agency administrators to maintain current contact information. EMResource will be utilized to query services for resource availability.
 - iii. eICS: When a request for mutual aid has been received, an incident will be created in eICS. This will notify mutual aid coordinators of the request and allow communication between coordinators, the Bureau of EMS, the ERC and other liaisons.
- e. Local
 - i. Command and control of the incident will remain the responsibility of the local jurisdiction. Any and all assistance that is requested and responds will be there to assist the requesting jurisdiction and its leaders.
 - ii. The assisting agency has the responsibility to ensure that the equipment and personnel meet the requirements of the mission request. In addition, all responding personnel must be NIMS compliant and all equipment shall meet typing requirements as requested. These assurances must come from the authority having jurisdiction sending the assistance and be capable of being proven by audits.

- iii. If supported by state statutes: any entity or individual that holds a license, certificate, or other permit issued by a participating political subdivision, public safety agency, or state shall be deemed licensed, certified, or permitted in the requesting political subdivision or public safety agency's jurisdiction for the duration of the emergency. State to state reciprocity of licenses is granted on a case by case basis. For specific information per discipline, refer to discipline-specific annex.

f. Regional

- i. Once an area determines that they have additional resource needs, they make requests through the appropriate regional coordinator.
- ii. When multiple disciplines are involved the regional coordinators should collaborate and consider establishment of a Multi-Agency Coordinating Center (MACC).
- iii. The makeup of a MACC should be determined by agency officials through the local Emergency Operations Plan.
- iv. If a strike team or task force is deployed, then an advanced team may be deployed. If multiple strike teams or task forces are deployed, then an IST may be deployed.
- v. An advance team or Incident Support Team (IST) is deployed to support state resources and support local Incident Command (IC) as requested.

C. Notification and Response

a. Advisory

- i. Upon the occurrence of a significant and/or impending event, Coordinators may issue an Advisory to State, Regional, Area, and Local Coordinators or resources. This Advisory can come from whichever level of coordination is the most appropriate and can be disseminated both up and down the chain of notification to other coordinators. The Advisory is for **informational purposes only** and does not constitute a directive to begin any mobilization activities. The following information should be included in a Mutual Aid Advisory Notice as it becomes known:
 - 1. Type of event
 - 2. Location
 - 3. Magnitude
 - 4. Weather conditions

b. Alert

- i. If resources have a probability of being requested within the next 24 hours, coordinators may issue an Alert to State, Regional, Area, or Local Coordinators or resources. This Alert should enable the requested resource to have more rapid response times if given a request of activation. Alerts can be issued in advance of a request for activation to

pre-position resources, immediate response, or delayed response. The requested resources must determine if they have the ability for mutual aid deployment and “roster” resources as appropriate. Consideration must be made on the impact of the local community or home jurisdiction and no liability will be imposed against any jurisdiction or its personnel for declining a request for assistance. If the status of the ability to deploy changes, it must be communicated to the appropriate coordinator. The Alert may be verbal followed by written confirmation, normally within 12 hours. The following information should be included in a Mutual Aid Advisory Notice as it becomes known:

1. Type of event
2. Location
3. Magnitude
4. Weather conditions
5. Current situation

c. Activation

- i. If an event, emergency, or disaster requires mutual aid resources, the appropriate coordinator will notify said resources to be activated. In the interest of response time and efficiency, the resources that were given an Alert and were able to “roster” would be the first resources to be notified to deploy and should also be able to meet the expectations of an Immediate Response. The requested resource may decline the mission if in their opinion there is a potential need in the home jurisdiction. The activation may be verbal followed by written confirmation, normally within 12 hours. The following information should be included in a Mutual Aid Activation Notice as it becomes known:

1. Type of event
2. Location
3. Magnitude
4. Weather conditions
5. Current situation
6. Damage assessment
7. Communications channels/frequencies to be used
8. Other resources activated
9. Anticipated length of mission
10. Requesting agency
11. Tracking procedures
12. Rally Points (if resources will travel via convoy)
13. Reporting assignment

d. Demobilization

- i. If an Alert was issued and subsequent information indicates that activation of the resource is not needed, the organizing coordinator will notify the “rostered” agency/resource and demobilize and release them

- from the Alert. This should be done in writing to the requested agency/resource.
- ii. After activation, a demobilization of a resource may occur at any time. The activated resource can only be officially demobilized in two ways.
 - 1. The original requesting agency can demobilize the resource when their mission is complete and/or they are no longer needed.
Or,
 - 2. The activated resource needs to be recalled to its home jurisdiction. In this event, the assisting agency should make every attempt to keep the resource activated until replaced. If this is not possible, the deactivation and departure of the resource must be communicated to the requesting agency to ensure safety and security of all operations.
 - iii. In any case of demobilization, Incident documentation shall utilize NIMS standards.
 - iv. All documentation shall be submitted to the authority having jurisdiction.
 - v. All single resources, strike teams and taskforces shall demobilize through the local Incident Commander and provide their ICS 214s and other associated incident documents.
 - vi. For all State Declared incidents, Incident Commanders are encouraged to facilitate the After Action Review process and develop an After Action Report (AAR).
 - vii. All single resources, strike teams and taskforces shall demobilize through the local Incident Commander and provide their ICS 214s and other associated incident documents.
 - viii. Once a state asset has been released from the local incident commander assigned, they will report back to the level two staging for further mission assignment or until demobilized by the state.
 - ix. Demobilization of state assets will be tracked through WebEOC and associated auto-generated mission number.
 - x. Discipline specific demobilization requirements may be contained in individual mutual aid annex.

D. Management and Coordination

- a. NIMS Typing
 - i. In order to ensure the appropriate resources are requested and obtained, NIMS resource typing standards will be utilized for all resource requests.
- b. Resource Tracking
 - i. WebEOC will auto-generate an incident specific mission number for every resource request related to the incident. This number will serve as the master tracking number for resource reimbursement and associated costs.

- ii. Once a mission is approved and assigned the ESF may assign a secondary ESF/Discipline-specific mission number for regional tracking and accountability.
- c. Resource Inventory
 - i. Each agency shall keep a list of resources with the Bureau of EMS via EMResource.
 - ii. Each agency is responsible for maintaining a listing of deployable equipment, points of contact etc., as outlined in EMResource.
 - iii. Each Regional and/or Area Coordinator will maintain an updated inventory of the equipment, vehicles and personnel, which are available for response within the scope of the plan.
- d. Resource Numbering
 - i. Inter-regional responses will utilize an apparatus numbering system in order to:
 - 1. Facilitate identification of requested resources at entry and within the incident
 - 2. Facilitate entry of mutual aid apparatus into local computer aided dispatch (CAD) systems as desired for resource tracking.
 - ii. The numbering system has three components:
 - 1. The two-digit state identifier indicating this is a Missouri mutual aid resource.
 - 2. The “M” that follows to indicate medic/medical unit.
 - 3. The three-digit number that will identify by series which region the asset is from. Resources where the last digit is a “0” will indicate a specialty resource such as strike team leader, supervisor or support vehicle.
 - iii. Resource Placard Number
 - 1. The numbering system as shown below:
 - 2. This number will be written or printed on a paper or cardboard placard no less than 8, ½” x 11” which shall be placed on the inside of the left side of the windshield in such a way as to be visible from outside the vehicle when possible.
 - 3. The numbering scheme will be as follows:
 - a. To easily define these units as mutual aid, the preface of MO will be placed in front of all identifiers and the letter M to signify a “medic” or EMS unit.
 - i. Region A: 100 Series
 - ii. Region B: 200 Series
 - iii. Region C: 300 Series
 - iv. Region D: 400 Series
 - v. Region E: 500 Series
 - vi. Region F: 600 Series
 - vii. Region G: 700 Series
 - viii. Region H: 800 Series
 - ix. Region I: 900 Series

- b. The first number will always indicate the resource region.
 - c. The second and third number will signify if the resource is an ambulance or other resource.
 - i. Strike team leaders, support vehicles and misc. vehicles will be designated with the ending digit of 0.
 - 1. Example: a strike team leader for region A could be designated as 110 or 120.
 - d. Ambulance resources will be all other numbers not ending in a zero (0). For example, a region B ambulance could be 204, 205, etc.
 - e. Example of a completed placard:
 - i. Region A Ambulance: **MO-M101** and identified as Missouri Medic 101.
 - ii. Region H Ambulance: **MO-M808** and identified as Missouri Medic 808.
4. Radio Designator
- a. The radio designator will be the number prefaced with “MO”.
 - i. Example: apparatus operators will identify themselves on the radio as “Missouri Medic XXX”.
5. Other adjoining state identifiers
- a. The apparatus, radio and CAD designators will all be identical for any out of state apparatus responding into an affected Missouri jurisdiction; each designator will be comprised of the state abbreviation, the resource type, and the sequential number of the requested unit.
 - i. Example:
 - 1. Apparatus placard: IL – M101
 - 2. Radio designation: “Illinois Medic 101”
 - b. Note: It is up to the requesting jurisdiction as to whether the dispatch agency will create units in the CAD for the mutual aid resources. If no CAD is used, the CAD designators can also be used on T-cards, forms, other resource tracking tools, etc.

E. Staging

- a. Every region should have a minimum of one pre-designated level 2 staging area in every region for resources for pre-deployment needs.
- b. Any State pre-deployed assets are considered a state asset (and are maintained) until requested by the local incident commander. The state will provide logistical support to state resources.
- c. Pre-deployed assets may be staged at a level two staging area, but may also be staged at a level one staging area as requested by the local incident commander.

- d. If a resource request is made to the State, the authority making the request shall designate a level one staging area.
- e. Staging area may change based on the needs of the incident when responders are en route or during the incident.
- f. State deployed resources will be tracked in accordance with NIMS guidance.

F. Documentation

- a. NIMS standards of documentation will be utilized for state mutual aid.

G. Declining to provide assistance

- a. Due to the need for local jurisdictions to ensure that they can provide service to their citizens, there shall be no liability imposed against any jurisdiction or its personnel for declining to provide mutual aid response assets to a requesting jurisdiction

H. Emergency Management Assistance Compact (EMAC)

- a. For more information on the Emergency Management Assistance Compact please refer to Annex O.

VII. Roles and Responsibilities

Emergency medical service in Missouri includes all public and private entities furnishing EMS within the state. In the event of a major event or a state-wide disaster, all EMS agencies become an organizational part of the system.

A. Department of Public Safety

- a. The Department of Public Safety is responsible for maintaining the state Mutual Aid Plan.

B. State Emergency Management Agency

- a. SEMA, as directed by the Department of Public Safety, is responsible for maintaining the State Mutual Aid Plan.
- b. SEMA is responsible for activating the State Mutual Aid Plan.

C. Division of Fire Safety/Statewide Fire Mutual Aid Coordinator

- a. The Division of Fire Safety is responsible for the Statewide Fire Mutual Aid Coordinator.
- b. The Statewide Fire Mutual Aid coordinator will maintain an accurate EMS resource list with typing.
- c. The Statewide Fire Mutual Aid Coordinator will ensure the Statewide EMS coordinator has updated resource lists with typing in order for the EMS Mutual Aid Coordinator to deploy all EMS mutual aid resources.

D. Department of Health and Senior Services/Bureau of Emergency Medical Services (EMS)

- a. The State EMS Bureau shall act as the liaison between the EMS Mutual Aid Plan and state government.
- b. The State EMS Bureau is also responsible for taking appropriate action on requests for mutual aid received through the plan's Regional Coordinators.
- c. The State EMS Bureau designee serves on the State Unified Command when activated.

E. Statewide EMS Mutual Aid Coordinator

- a. Is a Bureau of EMS Official appointed by Bureau Chief
- b. The State EMS Mutual Aid Coordinator is responsible for:
 - i. Ensuring the plan is functioning appropriately at all times.
 - ii. Ensuring the State EMS Bureau has a current record of EMS organizations, including equipment and personnel that can be called upon during plan activation.
 - iii. Maintaining situational awareness within the state, and sharing information with federal, state, regional and local stakeholder partners.
 - iv. Working closely with the DHSS Emergency Response Center (ERC), State Emergency Operations Center (SEOC) and the Regional Coordinators to ensure the plan is available for immediate use during emergencies.
 - v. Participating in an annual review of plan.
 - vi. Maintaining a working relationship with all applicable ESFs, All Hazards Mutual Aid Coordinator, Statewide Law Enforcement Mutual Aid Coordinator, and Statewide Fire Mutual Aid Coordinator partners in development and execution of the plan.

F. Regional EMS Coordinators

- a. The Regional Plan Coordinators are selected by the EMS Regional Committees. The duties of the regional coordinators are:
 - i. To maintain a record of current EMS organizations in the region, including equipment and personnel (to include ambulance strike team leaders) that could be used by this plan during activation.
 - ii. Assists and/or develops a local mutual aid plan for area represented.
 - iii. To appoint one or more deputy EMS coordinators as needed.
 - iv. To coordinate EMS Resources from within their regions as requested during plan activation.
 - v. Maintaining situational awareness within the region and sharing information both up to the State EMS Coordinator and down to the area coordinators.
- b. Activation responsibilities include:
 - i. Coordinating resources activated within assigned area.

- ii. Maintaining situational awareness within the area, and sharing information both up to the Regional Coordinator and down to local agencies.
 - iii. Assisting plan participants with incident documentation and the processing of reimbursement documents.
- c. Where appropriate and upon approval by the Regional EMS Committee, the roles of Regional Fire Mutual Aid Coordinator and Regional EMS Mutual Aid Coordinator may be performed by the same individual.

G. Deputy EMS Coordinator

- a. Deputy EMS Coordinators may be selected by the regional coordinator.
- b. Administrative duties of the Deputy EMS coordinators include:
 - i. Providing a record of EMS organizations in their area to the Regional Coordinator, including equipment and personnel that could be used by this plan during an activation.
 - ii. Identify contacts for each EMS agency in the area represented.
 - iii. Ensure each EMS agency within the area represented has enrolled in the EMResource platform.
 - iv. Ensure each EMS agency within the area represented has the capabilities to communicate utilizing the identified mutual aid frequencies for disasters.
 - v. Establishes relationship with local EOC's within represented area.
 - vi. Assists and/or develops a local mutual aid plan for area represented.
- c. Activation responsibilities include:
 - i. Coordinating resources activated within assigned area.
 - ii. Maintaining situational awareness within the area, and sharing information both up to the Regional Coordinator and down to local agencies.
 - iii. Assisting plan participants with incident documentation and the processing of reimbursement documents.

H. Local Representation

- a. The EMS Director or senior EMS officer of each local entity providing EMS services will serve as EMS representative to their respective Coordinator(s).

I. EMS Mutual Aid Plan Committee

- a. The coordination of the Missouri Mutual Aid System for EMS Resources including development, revision, distribution, training and exercising is the responsibility of a committee comprising the organizations listed below. Each organization will designate one person from its membership to participate on the committee. The committee will meet at least annually to review the plan, and the position of Chair will rotate annually among the organizations:
 - i. Ambulance District Association of Missouri

- ii. Bureau of Emergency Medical Services
- iii. Missouri Ambulance Association
- iv. Missouri Association of Air Medical Services
- v. Missouri Association of Fire Chiefs
- vi. Missouri Emergency Medical Services Association
- vii. Missouri Hospital Association

J. Plan Update and Maintenance

- a. MOSCOPE will be reviewed in even calendar years (biennial).
- b. The coordination of the Missouri Mutual Aid System for Emergency Medical Services (EMS) Resources - including development, revision, distribution, training and exercising - is the responsibility of the Missouri Department of Health and Senior Services/Bureau of EMS.
- c. The Emergency Response Plan Committee will oversee this process for Annex C of the Mutual Aid Plan. The committee will be composed of the following:
 - i. State EMS Mutual Aid Coordinator (Chairperson)
 - ii. Regional Mutual Aid EMS Coordinators (one representative from each of the nine regions)
 - iii. Missouri Department of Health and Senior Services/Bureau of EMS (1 representative)
 - iv. Representative of the State Advisory Committee

Attachment 1: Definitions

EMS RESPONSE RESOURCE DEFINITIONS (Refer to addendum 508 doc)

When a request is made for statewide mutual aid activation, all requests must be made using the following resource terms. It is expected that any agency responding in an assistance role will abide by the recommended resource definitions. It is also understood that any agency that responds and does not meet the resource definition will be sent home and deemed ineligible for reimbursement.

ALS Ambulance (ALS) Type I – An ambulance (transporting vehicle) equipped and staffed to provide paramedic advanced life support (ALS) services and transporting at least 2 litter patients. Minimum staffing of two (2) personnel (1 paramedic, 1 EMT). Capable of and trained to function in a Hazardous Material Environment, at least Level B.

ALS Ambulance (ALS) Type II – An ambulance (transporting vehicle) equipped and staffed to provide paramedic advanced life support (ALS) services and transporting at least 2 litter patients. Minimum staffing of two (2) personnel (1 paramedic, 1 EMT).

BLS Ambulance (BLS) Type III – An ambulance (transporting vehicle) equipped and staffed to provide basic life support (BLS) services and transport 2 litter patients. Minimum staffing of two (2) personnel (2 EMTs). Capable of and trained to function in a Hazardous Material Environment, at least Level B.

BLS Ambulance (BLS) Type IV – An ambulance (transporting vehicle) equipped and staffed to provide basic life support (BLS) services and transport 2 litter patients. Minimum staffing of two (2) personnel (2 EMTs).